(iv) Inordinate delay in the disposal of papers

Mr. P. Kumaran Ezhuthassan (*Vadakkancheri*): Mr. President, I move that the amount of Rs. 4,30,320 for Huzur Secretariat—Establishment in Demand No. 17(1) be reduced by Re. 1 to censure the Government for the inordinate delay in the disposal of papers.

I do not think Sir, that a speech is necessary in support of this motion. It is so self evident. There is an inordinate delay in the disposal of papers. When I said Sir that because of the Ministers' very necessary trips and that constantly, to Delhi their work here as Ministers in charge of various important portfolios had suffered, the Minister for Food had been pleased just now to inform us in another contest that if failures there had been they were not, because of this sojourn in the hights of Delhi, but because of his weakness, his shortcomings and such other things. If I had been in my seat there, I would have contradicted them Sir, then and there. So if the same is admitted by whosoever is getting upon his legs to reply on this cut motion, and if he were to say that delays there are not in the Huzur Secretariat, and in the subordinate head offices regarding the disposal of papers, there is not anybody in this House, Sir, except persons who are bound to believe in spite of their convictions, barring them, there is not anybody either in this House or outside to accept that answer, because if that is attempted, if that sort of answer is attempted, it will be miles and miles away from truth; because, truth Sir, is etnirily the otherway. I have got personal experience of even replies of rejection of rejection of a very important memorandum placed before the authorities even for such communications there is long delay. A petitioner, a suiter, has got a right to get a reply from the Govarnment before whom his case is placed, not on his personal behalf, but on behalf of the masses, the toiling masses, the agricultural classes of Cochin. Even such a reply of rejection Sir could not reach the person who asked for it. What Sir, is it due to by what name can you call it except delay, even inordinate delay. That is one amongst thousands of examples. I know persons who are in a position to say the real state of affairs some years back when papers used to be disposed of in a fortnight normally. In its place the time taken for disposal is not a fortnight, not two fortnights, not three, not four, but much more than that.

Is it tolerable? What is wrong? Where is the mistake? Nobody to direct, nobody to obey, but many persons quarrel between them,—am I to do it, am I to do it; something like the old proverb. മൂപ്പർക്കടിയാൻ മറ്റാരുമടിക്കുകയില്ല. Sir, in the Secretariat you have an unnecessarily large number of Secretaries, Deputies: Assistants, who, I know, Sir, do not very seriously take to the purpose for which they are there. There is no moving space in the Secretariat of Cochin, Sir, because of the unduly large scale manning resulting in non-disposal of papers. It may look paradoxical, the greater the number, the quicker the disposal is the rate; but the fact remains that it is the other way.

We thought, Sir, that with the installing of our esteemed friends, four in number unduly large member though it be in office, by the great magnanimity of our beloved Maharaja, we thought Sir, that there will be a change in the State of affiars at least as far as the transferred departments are concerned. We relly thought, Sir that they will pull their weight to see that the axe is applied where it ought to be applied, that proper action is given where direction is to go and work is extracted where it ought to be extracted from. But the result of the whole period Sir, of our esteemed friends in office, howover 10 months, which is significant no new birth is unforunately not had. The mater become serious indeed because Sir, if after 10 months the results are not seen, the positions becomes dangerous, and my friend on the right hand Hon'ble Dr. Mrs. Francers or others of her prodession will have to be called in. Once luckly, you conceive, Mr. President the delivery the resu It and of a successful conception must take plase. Did you not conceive after all in the first month or the second month of your office acceptance, for if you did conceive lither in the first or second month of your spousing office you should deliver by now, althoughs. Science says that it is only ten months ten lunar months and a few days and a few hours that is required for a safe delivery, what is this, Sir, I ask are our Ministers going to deliver, when are you going to say no to the undesirable of the things of the Head office of the Government when are you going to say to do away with the inordinate delays of papers of person under your direction and of papers of yours, too, I ask my esteemed friend.

Mr. President: It is time.

Mr. P. Kumaran Ezhuthassan (*Vadakkancheri*): I am ready to sit down, Sir, and before I do so, let me inform my esteemed friend that instances of this kind are begun. So, I

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press the motion before the House. I request the House to look at the merits of the cut dispassionately, not on the question who is the man who has proposed the proposition before the House, but upon its merits and upon the reasons real reasons that exisp at the back of the proposition and the results that will follow for a correct assessing of the case. From these aaglues be pleased to look at the proposition. It is there before you for your serious consideration

Mr. President: When I call upon a member to speak I wish nobody else to stand up and speak. I have given sufficient time for Hon'ble Members who show themselves that they are going to speak. Anyway, I have allowed Mr. Dhara Singh to speak.

Choudhury G. S. Dhara Singh (*Mattancheri*): The cut motion as it stands has to be opposed.

Mr. President: There should not be any conversation across the floor of the House.

Mr. P. Kumaran Ezhuthassan (*Vadakkancheri*): It is an interjection Sir, according to me.

ചൌധരി ജി. എസ്സ്. ധാരാസിംഗ്: സർ, ബഹുമാനപ്പെട്ട വടക്കാഞ്ചേരി മെമ്പർ, ഇവിടെ കൊണ്ടുവന്ന ഉപക്ഷേപത്തിൽ നല്ലിയ രിക്കുന്ന സൂചനയെ സ്വീകരിക്കുവാനും, അത് പിൻതാങ്ങുവാനും ഞാൻ തയ്യാറാണ്. ഇതിൽചില വിശേഷങ്ങളും ഉൾക്കൊള്ളിച്ചിട്ടുണ്ട്. അതിനെക്കുറിച്ചാണ് എനിക്കൊന്നു പറയുവാനുള്ളതു്. ഇതിന്റെ തത്വം, എന്റെ ബഹുമാന്യ പ്രസംഗത്തിൽതന്നെ ഞാൻ സമ്മതിക്കുകയുണ്ടായി. ഞാൻ അന്നു് പറഞ്ഞത്, ചില ഡിപ്പാർട്ട്മെണ്ടുകളിലേക്കു് എഴുത്തുകൾ അയച്ചാൽ മറുപടി ലഭിക്കുന്നതിനു് കാലതാമസം നേരിടുന്നുണ്ടെന്നാണ്. അതിനു ഉത്തരവാദികളായവരുടെമേൽ വേണ്ടനടപടികൾ എടുക്കാനുള്ള ഒരു സൂചനയും ഞാൻ മന്ത്രിമാർക്കു് നല്കുകയുണ്ടായി. ഏതുതരത്തിലുള്ള മന്ത്രിഭരണം വന്നാലും ഒരു പ്രത്യേക പാരമ്പര്യത്തിൽ വളർന്നുവന്നതും പ്രവർത്തിച്ചുവരുന്നതുമായ ഒരു ഭരണസമ്പ്രദായത്തിന്റെ ഗതിയെ പെട്ടെന്നു തിരിച്ചുവിടാൻ സാധിക്കുകയില്ലായെന്നുള്ളതു് പരമാർത്ഥമാണ്. ബഹുമാനപ്പെട്ട വടക്കാഞ്ചേരി മെമ്പർ പരിപൂർണ്ണമായും ഇതു് സമ്മതിക്കുമെന്നു് ഞാൻ വിശ്വസിക്കുന്നു.

മിസ്റ്റർ പി. കുമാരനെഴുത്തച്ഛൻ: അസ്ഥാനത്തിലാണു് ആ വിശ്വാസം. അങ്ങിനെ താങ്കളെപ്പറ്റിയുള്ള എന്റെ പല പ്രതീക്ഷയും അസ്ഥാനത്തിലായിട്ടുണ്ടു് (ചിരി).

ചൌധരി ജി. എസ്സ്. ധാരാസിംഗ്: മന്ത്രിമാരുടെ ഡിപ്പാർട്ട്മെണ്ടിൽതന്നെയല്ല മറ്റുള്ള ഡിപ്പാർട്ട്മെണ്ടുകളിലേക്കും അയക്കുന്ന ചില കത്തുകൾക്കു് മറുപടികിട്ടാൻ വളരെ താമസംവരുന്നു എന്നു വരാം. ചിലകത്തുകളോ ഹർജ്ജികളോ അയച്ചാൽ അതു് പല ഡിപ്പാർട്ട്മെണ്ടിലേക്കും അയച്ചു് കീഴുദ്യോഗസ്ഥന്മാർ സംഭരിച്ചുപോയി അന്വേഷണം നടത്തി പൂർണ്ണവിവരം മേലധികാരികൾക്കു സമർപ്പിച്ചതിനുശേഷംമാത്രമേ അതിനു് വ്യക്തമായി ഒരു മറുപടി ഗവൺമെണ്ടിനു് നല്കാൻ സാധിക്കുകയുള്ളു. ചിലകത്തുകൾക്കു ആറോ, ഏഴോ ദിവസംകൊണ്ടു് മറുപടി കിട്ടിയെന്നുവരാം. ചിലകത്തുകൾക്കു രണ്ടോ, മൂന്നോ മാസംതാമസിച്ചിട്ടെ മറുപടികിട്ടുകയുള്ളു എന്നുംവരാം. Inordinate delay എന്നു പറയുന്നതിനെസംബന്ധിച്ചിടത്തോളം ഒരാൾക്കു ഒരു ദിവസം ഡിലേവരുന്നതു് വലിയ ഡിലേയാണു്. ചിലഘട്ടത്തിൽ കുറച്ചധികം ദിവസം താമസംവരുന്നതു് ഡിലേ ആയി എന്നുവരാം. എനിക്കു ഒരു കാര്യം പറയാൻ ആഗ്രഹമുണ്ടു്. ഇപ്പോൾ സംഗതികൾ വളരെയൊക്കെ ഭേദപ്പെട്ടിട്ടുണ്ടു്. എങ്കിലും ഇനിയുംവളരെയധികം ഭേദപ്പെടാനുണ്ടു്. അതിനുവേണ്ട നിർദ്ദേശങ്ങളോ സൂചനകളോ നല്കുവാനായിരുന്നു ഈ ഉപക്ഷേപംകൊണ്ടു് ഉപക്ഷേപകർത്താവു ഉദ്ദേശിച്ചിരുന്നതു് എങ്കിൽ ഞാൻ ഇതിനെ ഹാർദ്ദമായി പിൻതാങ്ങുമായിരുന്നു. അത്ര പരിശുദ്ധമായ ഉദ്ദേശത്തോടുകൂടിയല്ലാ ഇതു് കൊണ്ടുവന്നിട്ടുള്ളതു് എന്നുള്ളതുകൊണ്ടാണു് എനിക്കിതിനെ എതിർക്കേണ്ടിവന്നതു് എന്നു് ബഹുമാനപ്പെട്ട വടക്കാഞ്ചേരി മെമ്പറോടു് വ്യസനസമേതം പറയാൻ ഞാൻ ആഗ്രഹിക്കുന്നു. ഇതിൽ നല്ലൊന്ന സൂചന ഇതിനുമുമ്പുതന്നെ ഞാൻ നല്കിക്കഴിഞ്ഞിട്ടുണ്ടു്. എങ്കിലും മന്ത്രിമാർക്കു് ഒരിക്കൽകൂടി നല്ലൊന്നമെന്നു് ഉദ്ദേശിക്കുന്നു. ഗവൺമെണ്ടുമായി നടത്തുന്ന കത്തിടപാടുകൾക്കു് മറുപടി കൊടുക്കാൻ ന്യായമായി എടുക്കേണ്ട സമയത്തിൽ കൂടുതൽ എടുക്കുകയൊ അല്ലെങ്കിൽ അതിനെ മറേറതെങ്കിലുംവിധത്തിൽ തിരിച്ചുവിടാൻ പരിശ്രമിക്കുകയൊ മറെറാ ആരെങ്കിലും ചെയ്യുന്നുണ്ടെന്നു് മന്ത്രിമാർക്കു ബോദ്ധ്യം വരികയാണെങ്കിൽ അവരുടെപേരിൽ കർശനമായ നടപടിയെടുക്കണമെന്നു് ഞാൻ ഇതിനുമുമ്പെ പറഞ്ഞിട്ടുണ്ടു്. അതു് ഒരിക്കൽകൂടി ആവർത്തിച്ചുംകൊണ്ടു് ഞാൻ അവസാനിപ്പിക്കുന്നു.

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Mr. M. K. Raja *(Mulakunnathukavu)*: I thought, I would interfere for a moment in the debate at this stage, because almost an identical motion on the very same subject is standing against my name further down on the Agenda. There is an impression, Sir, not only among the members of this House but even outside that for the past few months at least the process that is mentioned in the cut motion by my Hon'ble friend, Mr. P. Kumaran Ezhuthassan is happening in the Government of Cochin. There is an impression, Sir, that since the new administrative set-up was established in our State, there has been an unfortunate slowing down of the Governmental machinery. I do not want to apportion the responsibility for this state of affairs between the shoulders of this party or that. I do not want to hold either the Ministers or the members of the Service—the permanent Civil service—responsible for this. But I am speaking on this subject, only to emphasise, only to reinforce the very able plea which my Hon'ble friend Mr. Ezhuthassan has put forward before the House. According to my reading of the situation, Sir, some part of the delay which is happening in the disposal of Governmental papers today, is mainly due to the very inordinate increase in the work of the various Departments. For example, since the new Reforms were announced and since many of the Departments of the Government were transferred into the hands of popular Ministers, there has been almost a flood of petitions, papers, memorials and representations flowing in from the members of the public to the various Departments. And it is but natural that a Government working in the old tradition, working in the old groves, and a Civil Service, not exactly attuned to the present changed situation may take some little time to dispose of the enormous amount of work that has been thrown upon them now. And it will be also helpful here to remember that at one time, the revenues of the State were a little below one crore of rupees, but today there are at least one or two departments which alone consume huge sums reaching very near one crore of rupees each. For example the Education Department has now grown so large, the educational budget has become so bloated that it will be consuming as much as 63 lakhs of rupees next year. So also the Public Works Department for which a sum of Rs. 75 lakhs has been budgetted for 1123. I understand Sir, that since the new Ministers took charge of some of the Departments, hundreds of new files have had to be opened in every department to deal with the various applications which have been pouring in from members of the public.

Sir, it would be advantageous here to consider, for a moment, some of the fundamental facts regarding the constitution of permanent Civil Service. In all democratic countries where representative institutions are working, we have what is called a permanent Civil Service. Members of the Civil Service are appointed on permanent tenures. They have fixed salaries, they have fixed conditions of service, and it is not possible to remove them according to the exigencies of the political developments. But in certain other countries where also the democratic system of Government is working, for example in America, we have got what is called the Political Civil Service. There even the highest members of the Civil Services, even departmental heads are changed according as the Ministries come and go. It is a move-point whether this system really ensures for the better or speedy disposal of Governmental business. Personally I think that the permanent system is the better of the two. But there is one serious defect in the system and it has been repeatedly adverted to, and considered by the various committees, which has gone into the question of the Civil Services and its efficiency, both in England as well as India. It is notorious that when an emergency arises, when something unexpected happens in the country, the so-called permanent Civil Services, because of their very nature, because of their very constitution, are unable to cope with the situation. That, we are told was what happened during the last war in England when the Defence of the Realm Act was passed by the Parliament and the work of the Government increased to such large proportions that the Civil Service was found to be utterly unable to cope with the situation. The bureaucratic traditions multiplied. There was endless minuting upon the files. The so-called office notes were written one after another on the files, files were flown from one Department to another endlessly and ceaselessly and almost all important matters should a tendency of dying a natural death by, the red-tape. I need hardly say that when that has been the experience of even an advanced country like England, we should not be surprised that our Civil services with less efficient traditions, with much less capacity for turning out work, is found unable to cope with new situations. I do not think that is a very unnatural phenomenon in our land but it is something which has to be remedied.

It is also said, Sir, that, generally speaking, the Democratic system of Government is less efficient than an authoritarian system. That again is a moot point. But certainly it is not because Democracy is more efficient, Democracy works in a quicker way not because Democracy can meet

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new situations more efficiently than authoritarian Governments that we are attached to it, that we love it, that we revere it. It has advantages as disadvantages and one of its disadvantages is its lack of speed and efficiency.

Where I would like to suggest one or two remedies to remove the causes which have moved my Hon'ble friend to bring in this cut motion. I suggest, Sir, to the members of the Government that when a new file is opened, when the Government is seized of a particular matter, important or unimportant, they should make it a point to note down on that file that it must be disposed of within a specified time, that, whoever may be responsible for dealing with that paper must be made to observe that direction strictly and that unless the paper is disposed of within that specified time, except for very exceptional reasons, the Minister concerned must see that that Officer however responsible position he may hold, is brought to book. If that system is adopted, Sir, I think the so-called inordinate delays in the disposal of papers could to a very large extent, be remedied.

Here I would like to advert to a rather personal aspect of the matter also. Sir, it is born of my own experience. I don't want to be uncharitable to the members of the Government; I don't want to say that they are taking a light-hearted view of the representations of the members of the Council; but in my own experience, there are papers which I had submitted to some Ministers which are as old as six or seven months, but to this day I don't know what is happening to them. Many complaints have reached me that it is not the practice of the Governmental Departments even to acknowledge important communications, sent to them. I seriously make one suggestion to the members of the Government. They would do well to make it a point at least to acknowledge that such and such a thing has been received by them. Let them keep printed cards stating more or less like the "I have received your petition or memorial. The matter is receiving my attention" and let them append even a facsimili signature to it and send it to the parties. Such a graceful act will be very much appreciated by the public. People of course are irritated when they find that papers are not disposed of even after months of their receipt, but they will very much appreciate if the Minister has at least the courtsy to acknowledge that the matter is engaging his attention.

Before concluding I would like to make use of this platform for addressing a few words to the members of the Services also. I do not want to utter any threats, which has been the unfortunate practice of some of the politicians in our country. Some of them are in the habit of holding out dire consequences upon members of the Permanent Civil Services if they did not act in one particular way or another. I do not want to search for scapegoats. I do not want to fix the responsibility for the present state of affairs on the members of the Civil Services alone. But none the less I would tell them that they have also had some responsibility in creating the situation as it has developed today. I must say, also that there is an impression that some of the members of the permanent Civil Services in Cochin are not offering the co-operations which they ought to have given, which they must have most willingly given to the Ministers of the Government in discharging their functions. I know for example, Heads of Departments who have made direct approaches to the highest seat of administrative authority in the land over the head of the Ministry concerned. I do not want to make any personal references but as a well-wisher, as a sincere friend of the members of the Civil Services I would request them to remember that it is in their interest, no less than in the interest of the country at large, that they should co-operate wholeheartedly in making a success of the very valuable reforms which have been granted to us by His Highness. If they believe in democracy, they cannot do otherwise they are given various privileges, they are given advantages of various forms, which members of other professions do not get. That is all because, the democratic system of Government is working here. If it had not been an authorisation system, certainly they could not expect all these privileges they are getting at present. But they must remember that they cannot have it both ways. They cannot blow hot and cold at the same time. If they believe in democracy they must see that they do not obstruct its progress; if they believe that they have a responsibility in ensuring that democratic institutions succeed in the State, they must see that they co-operate whole-heartedly in making it as complete a success as everyone of us would wish it to be. Thank you, Sir.

Rao. Sahib A. Madhava Prabhu (*Chief Secretary to Government*): Sir, It is difficult to answer a charge of such vague nature against the whole set of officers who constitute the Government.

Mr. M. K. Raja (*Mulakunnathukavu*): There is no reference to anybody in the Government.

Mr. P. Kumaran Ezhuthassan (*Vadakkancheri*): I attack the papers and not the persons!

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Rao Sahib A. Madhava Prabhu (*Chief Secretary to Government*) : Disposal is by the officers of the Government. Anybody who is acquainted with the mode of disposal and mode of working of the Secretariat and the several departments of the government, at any rate, during the last five or six years, after the war began, would not say light-heartedly or charge the members of the staff of any department of want of promptness or want of diligence in the matter of disposal of papers entrusted to their care. The difficulty with reference to the disposal of the subject matter before every department has been so vast, is on account of two things. One is the increase in the quantum of work which has been several times what it was in the pre-war days. Just as the State's income has increased from 65 or 75 lakhs to 415 or 416 lakhs, proportionately the number of papers each department has had to deal with has increased six times or seven times. New departments have been created to cope with the work. In addition to the work in each department, several departments have been created to cope with the work which was brought in by the advent of the war. What is the result of the number of increase in the department, number of increase in the work of each department? So far as the Huzur Secretariat is concerned,—you have a proportionate increase both in subordinate staff and in the supervising staff. If the whole State departments have to be worked properly, should not that also be increased, both in number and improvement in efficiency. Now has this been done, and if this has not been done, things cannot get on. Are these departments working discharging the quantum of work put upon them. Have they been doing justice to the work that has been given to them. Delay is sometimes inevitable. In cases in which promptness is required, the work is done in the twinkling of an eye. Now, certain things do require priority. When that priority is given to them, certain other things which were to be done on these days have had to be given the go-by and certain other things have had to be given priority. Naturally, therefore certain things which you expect to be done today, will not, on account of certain other things that intervene, be done to-day and will lie over for some days. That accumulation of work, which has had to lie over sometimes being beyond our own control, sometimes of course not beyond our control, certainly add to these delays. In spite of the fact that work has increased, the number of departments has increased, and the number of papers which each officer or clerk has had to deal with has increased, in spite of that, you will see that if you make a comparison of the quantum of work which officers and the clerks before the war used to do and the quantum of work which the officers and clerks do at present, you will find that we will stand the test of any marks that you might give and we are sure that we will certainly secure good remarks.

Mr. M. K. Raja (*Mulakunnathukavu*): May I know if this means that this is the minimum time within which the papers can be disposed of and there is no remedy?

Rao Sahib A. Madhava Prabhu (*Chief Secretary to Government*): I am upon the question of inordinate delays. There are of course one or two suggestions, a first knowledge receipt of the communication. That is possible, but that won't dispose of the paper. Of course, it will give him an idea that we are going to attend to it. He can rest assured, that we will be doing so even without an acknowledgment. The other thing is time-limit, that there should be time-limit. There is a rule which is being followed by every clerk in the Secretariat that no paper should remain in his hands without action, however big it may be, however heavy it may be, for more than 48 hours. You have no idea of the number of papers that have to be attended to.....

Mr. P. Kumaran Ezhuthassan (*Vadakkancheri*): I have.

Rao Sahib A. Madhava Prabhu (*Chief Secretary to Government*): May be with reference to one or two, but you have no general idea. The maximum time-limit is 48 hours. The rule is that he must attend to these things that very day. If he is not able to finish them off, he must sit a little later. If by so sitting he cannot dispose of these things, if he has to get back-papers, etc., and he requires more time, he should place the paper before the higher authorities, *viz.*, the Assistant Secretary and get orders. That is how the work in the Secretariat is going on.

Then, one more thing has to be remembered. The Secretariat can never work without reports from the subordinate offices, from heads of deparments. It is no exaggeration to say that no papers, except appeals, or revisions of our own orders, can be disposed of without getting reports from officers. Unless we get the reports of the subordinate officers, it is impossible to do justice. We must have a proper disposal of the paper, not a mere disposal. We must hear the parties, we must hear the departments, what they have to say upon these things. That process does take time. It is there that the difficulty arises.

What happens is, every department is manned, on account of the war conditions, by inefficient hands. War has made it impossible for the government to supply every department

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with the proper type of efficient staff which would be necessary to carry on the work in these very difficult days of stress and strain, both in the field and in the offices. In every subordinate office from the departmental head down to the lowest ladder of that department, you will find that there is not even 50 per cent of the staff of that efficiency which you would require to carry on the business in the way in which they ought to do. There was a time just before the war when in every office 90 per cent of the staff were very efficient. They were experienced, they could by looking at the paper put before them know what they had to do. They had passed the necessary tests and they had sufficient experience. Now, what is the nature of the staff given to any office?

Mr. President: We are nearing the end of our discussion. It will have to be put to vote at 12-30 p.m. to-morrow. It is as good as putting it at 5 p.m. today. If the House has no objection we can do so.

Mr. M. K. Raja *(Mulakunnathukavu):* Will it be right ?

Mr. President: There is precedent for that. If a demand is to be put at 12-30 to-morrow, it is as good as putting it at 5 p.m. today. The maximum time allowed is one day. In any case, I am bound to put it immediately after questions and answers to-morrow. That has been the practice.

Mr. P. Kumaran Ezhuthassan *(Vadakkancheri):* If the questions are exhausted by 12 o'clock, we get half-an-hour more.

Mr. President: This is very unlikely.

Mr. P. Kumaran Ezhuthassan *(Vadakkancheri):* Not unlikely: we must adjust.

Mr. President: I shall post it to 12-30 to-morrow; I have no objection.

Mr. P. K. Dewer *(Nominated):* We will try the experiment to-morrow.

Rao Bahadur T. K. Nayar *(Minister for Public Health):* We have been having the practice of putting the demand to vote at 5 o'clock.

Mr. President: I shall explain the position. If the discussion had started at 12-30, immediately after the question time, it goes without saying and the rule is imperative in the matter—that at 12-30 the next day, immediately after the question hour, I shall have to put it to the vote of the House, which is as good as putting it to vote at 5 o'clock, becuse presumably there will be no time to-morrow after questions. But Mr. Kumaran Ezuthassan suggests that supposing we finish the questions at 12 O'clock we will have more time to discuss this demand. I think that is also reasonable, although I do not see the remotest possibility for it.

Rao Bahadur T. K. Nayar *(Minister for Public Health):* The Rule is that the first hour shall be devoted to questions and answers.

Mr. President: But supposing the questions are over before that ?

Rao Bahadur T. K. Nayar *(Minister for Public Health):* According to strict interpretation, of the rule, we will have to wait till 12-30.

Mr. President. Since an objection has been raised, I shall adhere strictly to the rule and put the demand to vote at 12-30 to-morrow.

Rao Sahib A. Madhava Prabhu *(Chief Secretary to Government):* Sir, a clerk who is now in the office, when he gets a paper, he does not know what to do with it, because he is so new to the work. He reads through it, keeps it there, then takes another, reads it through, and keeps it there, then takes the next and so on. What is the result? At the end of the day, we have all the papers read through by him, but all the same no work getting through whatever number of persons that have to attend to office work, this is the type of a large number of them. What is the result? What can that office do with a staff of this nature? Necessarily work takes time. There may be half-a-dozen people who are able to get through work. They have to get through all the work. Though the number on the staff is large, the number that gives speed to the work is small.

Mr. P. Kumaran Ezhuthassan *(Vadakkancheri):* The time-limit may be adhered to, Sir.

Rao Sahib A. Madhava Prabhu *(Chief Secretary to Government):* Therefore, my submission te the House is that there is no inordinate delay. It is on account of the fact that the staff that we have got is so inefficient and that is due to certain exigencies, that is, the war intervening, and all persons, graduates and others having gone out of the State, not being available here. Except school finals, there are not persons available for appointment. It is due to these things that we are unable to get on with the work, we are unable to give the same quickness to the work as could have been expected. The times have changed. We are now getting better type of people to attend to the work. Those who have gone for the war have come back

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[Rao Sahib A. Madhava Prabhu]

and our experience has been that those who have returned after the war, the ex-servicemen, are a little more efficient than the raw school finals or raw graduates that we used to get for recruitment. We hope that with the recruitment of large number of ex-servicemen, who have had sufficient experience as clerks outside and also general experience of the world, who know how to deal with papers, far better than in experien ed men, we hope that with these persons in service for some time will be able to show better despatch.

There is also the rountine. When a paper goes to a head of a department, he cannot by himself submit a report even if he wishes to do so; he will have to send it to the lowest efficer who can supply the necessary information. Necessarily that has to go through two or three subordinate officers, each one of whom takes time. It is not on account of any lethargy or unwillingness on the part of the officers manning the several departments of the Secretariat that this delay, if at all, takes place. In the heavy cases, no doubt, even in spite of the fact that everybody excepts, there is bound to be delay in certain matters, and as rightly pointed out by one of the Hon'ble Members, the number of petitions, resolutions, memorials and personal representations to the Hon'ble Ministers from several quarters has been so large that every one of these things had to be attended to in spite of the fact that other work was there in larger quantities just when the Ministry started work at the beginning of this year. That has also contributed its quota to the delay in the disposal of these papers. I would, therefore, request that before.....

Mr. P. Kumaran Ezhuthassan *(Vadakkancheri)*: This seems to be a deliberate attempt not to reach the other cut motion.

Rao Sahib A. Madhava Prabhu (*Chief Secretary to Government*): I would request that all these matters be taken into consideration before the civil service is blamed for delays in disposal.

Mr. P. Kumaran Ezhuthassan (*Vadakkancheri*): Mr. President, when I moved this cut, I had not any sanguine hope of success, the moral success of this cut. I am glad, however, to observe that I had the able support of two prominent members of the Ministerialist Party for my cut. I also heard Sir the poorest of defence put forth for the Secretariat by the highest of the officers in the Secretariat. What is the result my motion stands accepted by the Government block ?

What is the defence, Sir, that was put up by the Chief Secretary. An admission, a aut admission that the present staff, not only in the Secretariat, but in the subordinate head offices and their sub-offices is inefficient. Who is responsible, what is responsible, Sir, for the inefficiency of the Secretariat and the subordinate head offices ? Answer that, please let me see.

Rao Sahib A. Madhava Prabhu (*Chief Secretary to Government*): Want of efficient men in the State.

Mr. P. Kumaran Ezhuthassan (*Vadakkancheri*): No Sir, not the want of efficient men, but unwillingness to apply test to find out efficiency, and the unpreparedness to accept suggestions of this House in this behalf offered at proper times. That is the charge against the government of the day just as was the charge against the former Government. I was so glad, Sir, that you were handing over such good and strong sticks to beat you with. I am thankful to you, certainly, what else is it ? An addmission that you are top to bottom inefficient, and the reason put on the unfortunate head of war. How many sins are put on the head of war, as an excuse for everything except your bloated up income. There you like war, because it brings you money All this is poor show, Sir, It is inefficiency, and the resultant delay, that is the charge. My esteemed friend in the backest of benches and the strongest of them was asking for the meaning of 'inordinate' and 'censure'. Any good dictionary will give him that information. But I shall tell him inordinate means, beyond measure, and censure means, criticise, that is, what we are doing now.

Mr. P. Govinda Menon *(Minister for Food and Education)*: Condemn.

Mr. P. Kumaran Ezhuthassan (*Vadakkancheri*): The words used there in the cut are therefore not objectionable. They are the most appropriate to the context and the appropriateness is proved beyond measure by the able defence of the Ministerialist Party and my esteemed friend the Chief Secretary. So, Sir, you have confessed your mistake, I am glad of it. Now it should be remedied. Therefore please adjust in the proper manner. There were some excuses,—old groove civil service and their nonco-operation, I submit, Sir, that has been repeated here *ad nausenm*, in season and out of season. Is it an excuse, that you tolerated such people to continue there in the service, in this way.

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Mr. P. Govinda Menon (*Minister for Food and Education*): It is an analysis, not an excuse.

Mr. P. Kumaran Ezhuthassan (*Vadakkancheri*); Sir, it is an analysis says the Minister. I ask the Minister after the diagnosis, did he prescribe the medicine to cure the disease. He has not done anything in that line as yet. Realy has he? He confessed Sir, to another defeat. When a man was caugut red-handed in the Food Department, considering his education, youth, ancestry, his resignation that was first offered orally it is said Sir, was rejected. But in the second week, this identical man is allowed to resign when he presents a petition through a particular Advocate. Well, Sir, instead of that if the Minister had made an example of him giving him the maximum punishment under the Penal Code of Cochin even if an extraordinary amendment had to be introduced for dealing with offenders like Mr. Isac the delinquent in question he would indeed have done to put down corruption which is rampant in the State. The Minister should have utilised his powers for that, and you could have saved the situation. I could have tolerated the action taken now from the wooden benches of these days, but not from the "popular Ministers" of today. The way in which the sinnor was dealt with though he was reported by the Food Director with ample, full evidence, is simply represhensible. Analysis, you say!

Mr. P. Govinda Menon (*Minister for Food and Education*): I referred to the Hon'ble Member from Mulakunnathvkavu.

Mr. P. Kumaran Ezhuthassan (*Vadakkancheri*): I have no quarrel—party work, you know. Therefore, Sir, if there is such a man who has misbehaved in the services deal with him, book him, sack him. You don't do it. You have not done it, I ask, why? For ever so many reasons, you may be helpless. If you are really helpless, you must come out and say so in open public, here is the difficluty and therefore I am out. Let us create convensions. Let us establish democracy of the correct type.

Mr. M. K. Raja (*Mulakunnathukavu*): Do you mean to say that punishment of officers would solve the delay in disposal of papers?

Mr. P. Kumaran Ezhuthassan (*Vadakkancheri*): But certainly Sir, why keep such subordinate services. Formerly a clerk used to put up his notes and do his work. Here now, they wade through the papers and approach the various tables—there are opprotunities now in the Secretariat and other places. There is no proper person to direct and supervise. What was happening in 1110 when there was an able Diwan and a capable Diwan's Secretary. What did you find in the years 1111, 1112 and 1113? Clock-like work was going on. If the Chief Secretary does not do his work properly he goes as he ought to. If another man does not do his work in time and according to directions in the minimum times the idler must be severely dealt with.

Sir, the Government have admitted their mistakes. I am grateful to the inordinate delay is admitted by the Ministerialist block as also the reserved half or the joint block. Therefore, see that delay is avoided. Whatever is necessary in that behalf should be done and should be quickly done. Delays must be stopped. That is the prayer.

With these observations I seek the leave of the house to withdraw the motion on the fullest belief that this sort of blow, that this sort of hammering, will produce results in the heads there. Otherwise, we will hammer again.

Motion, by leave, withdrawn.

The House rose for the day at 5 p.m.

P. NARAYANASWAMI

Secretary

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